Claims

1. A method of introducing events into a current voice call of a telephone between at least
2   two telephone users in a telecommunications network comprising:

4   routing said voice call via an Interactive Voice Response (IVR) system;

6   linking said interactive voice response (IVR) system to a server in response to an
        input from an internet application initiated by at least one of said telephone users;

8

        recognising the input as an event by the IVR system;

10

        outputting the event over said current voice call; and

12   wherein said event is an audio file associated with said IVR system which is
        delivered over said current voice call to at least one telephone user in response to

14   the input initiated by one or other of said other telephone users.

2. The method of claim 1 wherein said input comprises the step of selecting an icon or
2   hyperlink by one of said telephone users from a web page on a computer screen
    triggering the event connected to the server and the IVR system.

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3. The method of claims 1 or 2 comprising the further steps of accepting inputs from said
2   web pages to an IVR system and outputting as an event to a selected current voice call
    connection.

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4. The method of claim 1 comprising the step of providing a VoIP channel for said current
2   voice call.

2   5. The method of claim 1 comprising the steps of:

4   storing a plurality of audio files on said IVR system;

6 receiving at said IVR system said input from said server; and

8 outputting said audio file from said input, been recognised as an event by said IVR system, over said current voice call selected from said plurality of audio files in
10 response to said event in real time.

6. The method of claim 1 comprising the step of allowing multiple voice call
2 connections interact with the IVR system simultaneously from several web pages.

7. The method of claim 1 comprising the further step assigning an identifier to route the
2 audio file to said voice call in response to said event wherein said IVR system selects said audio file from said event when an event is received by said IVR system.
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8. The method of claim 7 comprising the step of providing a unique identifier, said
2 identifier is generated from an Out Dialled Number (ODN), from the IVR to one of said telephone users receiving a telephone voice call.
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9. The method of claim 7 comprising the step of providing a unique identifier, said
2 identifier is generated from a Call Line Identifier (CLI), identified from one of said telephone users initiating a telephone voice call.
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10. The method of claim 7 comprising the step of providing a unique identifier, said
2 identifier is generated from a cookie or IP address or a browser script, identified from one of said telephone users initiating a telephone voice call
4 .

11. The method of claim 1 comprising the further steps of:
2 inputting text to said web server over an internet application by at least one of said telephone user;
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  assigning a file name to said inputted text;
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  transmitting said file name to said IVR system said filename been recognised as an event; and
8 an event; and

10   outputting an audio file from said IVR system representing said inputted text
        over said current voice call to said other user.

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12. The method of claim 1 comprising the additional steps of:

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        inputting audio information to a speech to text module via said IVR system by at
4   least one of said telephone users;

6   outputting a text string by said server representing said inputted audio
        information to an interface viewable by said other user.

13. The method of claim 1 comprising the steps of:

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        providing a status protocol between said IVR system and said telephone users;
4   and

6   configuring said protocol to visually indicate to said users the status of said
        current voice call connection via an internet enabled screen of said users.

14. A method of introducing events into a current voice call of a telephone between at
2   least two telephone users in a telecommunications network comprising:

4   routing said voice call via an interactive voice response (IVR) system;

6   linking said interactive voice response (IVR) system to a server in response to an
        input from an internet application initiated by at least one of said telephone
8   users;

10   selecting a translation application by at least one of said users;

12   inputting text to be translated by said user on said server to provide an event;

14   receiving at said IVR system said event from said server;

16   outputting the event over said current voice call; and

wherein said event is an audio file associated with said IVR system which is a

18   translation of said inputted text to at least one telephone user in response to said

selected translation application.

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15. The method of claim 14 comprising the step of utilising a single voice call to

2   provide a two way simultaneous translation between said at least two users.

16. The method of claim 14 comprising the step of providing a unique identifier for

2   each call connection.

17. The method of claim 16 comprising the step of routing an associated event to the

2   correct voice call from said identifier.

18. The method of claim 14 comprising the step of providing a unique identifier, said

2   identifier is generated from an Out Dialled Number (ODN), from the IVR to one of said

telephone users receiving a telephone voice call.

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19. The method of claim 14 comprising the step of providing a unique identifier, said

2   identifier is generated from a Call Line Identifier (CLI), identified from one of said

telephone users initiating a telephone voice call.

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20. The method of claim 14 comprising the step of providing a unique identifier, said

2   identifier is generated from a cookie or IP address or a browser script, identified from

one of said telephone users initiating a telephone voice call.

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21. The method of claim 14 comprising the steps of:

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providing a status protocol between said IVR system and said telephone users;

4   and

6   configuring said protocol to visually indicate to said users the status of said

current voice call connection via an internet enabled screen of said users.

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22. The method of claim 21 wherein said status protocol comprises the step of :

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visually indicating to said user that no call connection has been made; and

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visually indicating a procedure to establish a call connection between said users.

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23. The method of claim 21 wherein said status protocol comprises the steps of :

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visually indicating to said user that a call connection has been made; and

4

visually indicating the readiness of said voice call connection to accept an input

6 from one of said users.

24. A method of controlling an audio output from an IVR system outputted to a users

2 device by a visual control means comprising the steps of:

4 linking a first IVR system to a second IVR system in response to an input from an internet application initiated by a user;

6

selecting an audio application associated with said second IVR system in

8 response to said input;

10 converting said audio application to visual information at said first IVR system;

12 presenting said audio application as a visual information on said users device from said first IVR system; and

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selecting a portion of said visual information by said user wherein said selected

16 portion of information triggers a desired audio output to be delivered to said user over a voice call.

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25. The method of claim 24 comprising the additional steps of :

2 initiating said voice call between said user and said IVR system; and

4   delivering a selected audio application to said user from said IVR system over
         said voice call.

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26. A computer program, comprising program instructions for causing a computer to

2   perform the method of claim 1.

27. A computer program as claimed in claim 26 embodied on a record medium.

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28. A computer program as claimed in claim 26 embodied on a carrier signal.

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29. A computer program as claimed in claim 26 embodied on a read-only memory.

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30. A system for introducing events into a current voice call of a telephone between at least

2   two telephone users in a telecommunications network comprising:

4   means for routing said voice call via an Interactive Voice Response (IVR) system;

6   means for linking said interactive voice response (IVR) system to a server in
         response to an input from an internet application initiated by at least one of said

8   telephone users;

10   means for recognising the input as an event by the IVR system;

12   means for outputting the event over said current voice call; and
         wherein said event is an audio file associated with said IVR system which is

14   delivered over said current voice call to at least one telephone user in response to
         the input initiated by one or other of said other telephone users.

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31. The system of claim 30 wherein said input is selected from an icon or hyperlink by

2   one of said telephone users from a web page on a computer screen triggering the event
    connected to the server and the IVR system.

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32. The system of claim 30 comprising means for accepting inputs from said web pages to
2 an IVR system and outputting as an event to a selected current voice call connection.

33. The system of claim 30 comprising means to provide a VoIP channel for said current
2 voice call.

34. The system of claim 30 comprising means for storing a plurality of audio files on said
2 IVR system; means for receiving at said IVR system said input from said server; and
   means for outputting said audio file from said input, been recognised as an event by said
4 IVR system, over said current voice call selected from said plurality of audio files in
   response to said event in real time.
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35. The system of claim 30 comprising connection means to allow multiple voice call
2 connections interact with the IVR system simultaneously from several web pages.

36. The system of claim 30 comprising identifying means to route the audio file to said
2 voice call in response to said event wherein said IVR system selects said audio file from
   said event when an event is received by said IVR system.
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37. The system of claim 36 wherein there is provided a unique identifier, said identifier
2 is generated from an Out Dialled Number (ODN), from the IVR to one of said telephone
   users receiving a voice call.
38. The system of claim 36 wherein there is provided a unique identifier, said identifier
2 is generated from a Call Line Identifier (CLI), identified from one of said telephone
   users initiating a voice call.
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39. The system of claim 36 wherein there is provided a unique identifier, said identifier
2 is generated from a cookie or IP address or a browser script, identified from one of said
   telephone users initiating a voice call.
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40. The system of claim 30 comprising means for inputting text to said server over an
2 internet application by at least one of said telephone user; means for assigning a file
   name to said inputted text; means for transmitting said file name to said IVR system

4   said filename been recognised as an event; and means for outputting an audio file from

said IVR system representing said inputted text over said current voice call to said other

6   user.

41. The system of claim 30 comprising means for inputting audio information to a

2   speech to text module via said IVR system by at least one of said telephone users; and

means for outputting a text string by said server representing said inputted audio

4   information to an interface viewable by said other user.

42. The system of claim 30 comprising means for providing a status protocol between

2   said IVR system and said telephone users; and means for configuring said protocol to

visually indicate to said users the status of said current voice call connection via an

4   internet enabled screen of said users.

43. A system for introducing events into a current voice call of a telephone between at

2   least two telephone users in a telecommunications network comprising:

4   means for routing said voice call via an interactive voice response (IVR) system;

6   mean for linking said interactive voice response (IVR) system to a server in

response to an input from an internet application initiated by at least one of said

8   telephone users;

10   means for selecting a translation application by at least one of said users;

12   means for inputting text to be translated by said user on said server to provide an

event;

14

means for receiving at said IVR system said event from said server;

16

means for outputting the event over said current voice call; and

18   wherein said event is an audio file associated with said IVR system which is a translation of said inputted text to at least one telephone user in response to said

20   selected translation application.

44. The system of claim 43 comprising means for utilising a single voice call to provide

2   a two way simultaneous translation between said at least two users.

45. The system of claim 43 wherein there is provided a unique identifier for each call

2   connection.

46. The system as claimed in claim 43 comprising means for routing an associated event

2   to the correct voice call from said identifier.

47. The system of claim 45 wherein said identifier is generated from an Out Dialled

2   Number (ODN), from the IVR to one of said telephone users receiving a voice call.

48. The system of claim 45 wherein said identifier is generated from a Call Line

2   Identifier (CLI), identified from one of said telephone users initiating a voice call.

49. The system of claim 45 wherein said identifier is generated from a cookie or IP

2   address or a browser script, identified from one of said telephone users initiating a voice call.

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50. The system of claim 43 comprising means for providing a status protocol between

2   said IVR system and said telephone users; and means for configuring said protocol to visually indicate to said users the status of said current voice call connection via an

4   internet enabled screen of said users.

51. The system of claim 50 wherein said status protocol comprises means for visually

2   indicating to said user that no call connection has been made; and means for visually indicating a procedure to establish a call connection between said users.

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52. The system of claim 50 wherein said status protocol comprises means for visually indicating to said user that a call connection has been made; and visually indicating the readiness of said voice call connection to accept an input from one of said users.

53. A system for controlling an audio output from an IVR system outputted to a users device by a visual control means comprising the steps of:

means for linking a first IVR system to a second IVR system in response to an input from an internet application initiated by a user;

means for selecting an audio application associated with said second IVR system in response to said input;

means for converting said audio application to visual information at said first IVR system;

means for presenting said audio application as a visual information on said users device from said first IVR system; and

means for selecting a portion of said visual information by said user wherein said selected portion of information triggers a desired audio output to be delivered to said user over a voice call.

54. The system of claim 53 comprising means for initiating said voice call between said user and said IVR system; and means for delivering a selected audio application to said user from said IVR system over said voice call.